

**SOCIAL  
WORKER  
ASSOCIATE  
GS-0187-07**

**FAMILY SERVICES  
CENTER**

80200

## OUTREACH WORKER

### INTRODUCTION

This position is located in the Family Service Center at Naval Air Station Lemoore. This position has been specifically funded by the Family Advocacy Program to provide supportive services to families currently involved in the Family Advocacy Program. These families have been identified as experiencing or at risk for experiencing problems resulting in child physical or sexual abuse, child neglect, spouse abuse, or sexual assault.

### MAJOR DUTIES

5% -Attends weekly Family Advocacy Case Review Subcommittee (FACRS) meetings. Provides professionals (physicians, social workers, and psychiatrist) with both written and oral reports of case progress.

5% Receives recommendations from the FACRS concerning course of treatment and case management. Follows through with FACRS recommendations. Examples of recommendations may include the following tasks: regularly scheduled home visits to monitor parenting style and activities; setting up a plan for the client to receive services from other social service agencies (WIC/SSI/FOOD STAMPS, etc.); providing support to persons experiencing intense stress due to extended family separations, prolonged illness of a family member, or involvement of child protective service agencies; interpreting to clients the process of case management and procedures; providing direct information to clients about the appropriate care and feeding of children; providing information to clients concerning the establishment and maintenance of a safe environment for family members; and actively encouraging clients to continue a sometimes overwhelming process of treatment.

5% -Acts as a liaison between base and community helping agencies. Tracks Family Advocacy cases, insuring that clients are continuing the recommended treatment plan. Contacts clients and investigates reasons for noncompliance.

5% -Maintains current information and initiates contact with other social service agencies on behalf of clients. Maintains a positive, cooperative relationship with these agencies, so that clients needs can be easily met.

5% -In conjunction with the FAR and Case Review Subcommittee established (a case plan) on each client. Notifies supervisor when case plan is unreasonable or unworkable and proposes alternatives.

2/-Tracks trends in case problems. Brings reoccurring problems and recommends possible solutions or preventative programs to supervisor of FACRS.

3/-Maintains accurate records on each client and all contacts made on behalf of client.

## FACTORS

### FACTOR 1 - KNOWLEDGE REQUIRED BY THE POSITION

-Knowledge of problem solving and prevention associated with families.

-Knowledge of dynamics of child physical and sexual abuse, child neglect, spouse abuse, and sexual assault.

-Ability to recognize and define social problems, to independently reach accurate conclusions, make sound recommendations and decisions and provide appropriate solutions.

-Ability to establish a professional working relationship with persons of varying backgrounds who are experiencing profound stress.

-Ability to establish and maintain effective relationships with a wide variety of professional colleagues.

-Knowledge of government social services, policies, regulations and procedures.

-Knowledge of government social service agencies, their programs and functions.

-Knowledge of military life-style and situations which can create a family problem or crisis.

-Ability to express oneself orally and in writing in a highly professional manner, to meet and deal with diversified groups, and organizations, and to compose written reports and material clearly, concisely, and effectively.

### FACTOR 2 - SUPERVISORY CONTROLS

Immediate supervisor is the Deputy Director of the Family Service Center, Naval Air Station Lemoore.

Incumbent receives general instructions concerning the scope and/or techniques of implementation, to establish priorities, set up work procedures and meet deadlines. Work review is to determine overall effectiveness, program results, compliance with directives and policies, assignments of objectives and soundness of conclusions.

### FACTOR 3 - GUIDELINES

The guidelines are general in nature and include such sources as BUMED instructions, NASL instructions, and Naval Hospital instructions.

#### FACTOR 4 - COMPLEXITY

The exercise of a high order of sound judgement and professional discipline is necessary in planning and carrying out program because the diversity of circumstances may not be covered by clear guidelines or precedent. Program planning must be carried out systematically and in anticipation of projected needs in order that program resources and expertise can be effectively allocated.

#### FACTOR 5 - SCOPE AND EFFECT

The effectiveness of the program developed and carried out by this department relates directly to the well-being and safety of the military, retired military, their dependents and survivors, requiring assistance and in turn, can effect the morale and effectiveness of the armed forces personnel. The morale and contentment of an individual can be an important factor in a decision to remain in the Navy.

#### FACTOR 6 - PERSONAL CONTACTS

Incumbent has frequent contacts with broadly diversified military and civilian groups. Contacts include individual military personnel, active and retired, their dependents and survivors, and military managers at all levels as well as officials of federal, state, and local government agencies. Contact will involve dealing with people who have been in abusive relationships and who may be embarrassed, defensive, aggressive or uncooperative.

#### FACTOR 7 - PURPOSE OF CONTACTS

Contacts are made to provide direct services to clients, to obtain and exchange information, coordinate activities: discuss problem areas and develop suitable solutions: advise on methods and procedures: establish the need of a new program or services and the modification of an existing one: advise on case problems, and to resolve clientele problems.

#### FACTOR 8 - PHYSICAL DEMANDS

Duties involve a normal amount of sitting, standing and walking. There are no unusual physical demands or activities.

#### FACTORS 9 - WORK ENVIRONMENT

This position subjects incumbent to a high stress level on a continual basis. Work is performed in a normal office setting with adequate lighting and temperature controls. Duties require frequent home visits to clients houses. Occasional travel throughout Kings County and training which may be provided out of state, is required.